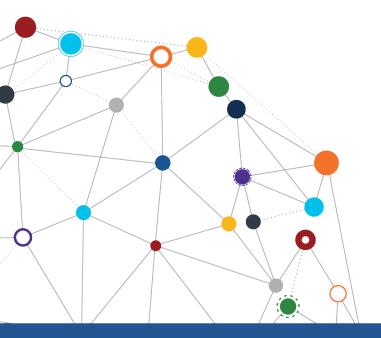


# HealthShare Referral Manager Community Provider User Guide

Community Care Referral and Authorization (CCRA) Managed Services

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#### 1 Introduction

## 1.1 Project and Solution Overview

Community Care Referral and Authorization (CCRA) is an enterprise-wide system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community. Clinical and Department of Veterans Affairs (VA) community care staff located at VA medical centers (VAMCs), outpatient clinics, community-based outpatient clinics (CBOCs), and Veterans Integrated Service Network (VISN) offices use this solution to enhance Veteran access to care. The HealthShare Referral Manager (HSRM) application is an integral component of both the CCRA system and community care information technology (IT) architecture that allows Veterans to receive care from community providers.

HSRM allowed VA to transition from a largely manual process to a more streamlined process that generates standardized referrals and authorizations according to clinical and business rules. HSRM supports clinical and administrative processes that:

- » Seamlessly provide eligible Veterans with prompt referrals to a community provider of their choice
- » Provide community providers with referrals and authorizations consistent with industry standards
- » Decrease the administrative burden on VA clinical and community care staff members by establishing clinical and business pathways that reflect best practices, consistent outcomes, and reduced turnaround times, along with a solution that automates those pathways
- » Facilitate communication between community care staff, third-party administrators (TPAs), and community providers via a unified platform that enables the secure exchange of medical information

HSRM allows VA and community providers to better manage community care referrals and authorizations, resulting in simpler processing for VA and community providers as well as enhanced patient experience for Veterans.

#### 1.2 User Guide Overview

Community providers play a key role in delivering high quality care to Veterans in their communities. HSRM enables community providers to receive and process referrals from VA and share information faster and more accurately than ever before. Community providers, VA, and Veterans all benefit from this new system. This user guide provides details about the community provider's role in processing referrals in HSRM and how to maximize system functionality.

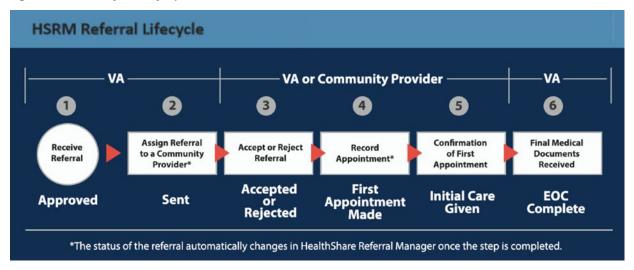
» Note: HSRM will be down for routine maintenance on the second Tuesday of every month from 10:00 p.m. to 4:00 a.m. Eastern Time. During this time, users will be unable to access the system.



## 2 HSRM Lifecycle

A referral's lifecycle begins when the referral is received in HSRM, and it ends when the episode of care (EOC) is complete, and all medical documentation has been received. There are six steps in the lifecycle. Community providers complete steps 3, 4, and 5, as shown in the referral lifecycle diagram.

Figure 1: HSRM Referral Lifecycle



The referral lifecycle model in **Figure 1** shows the steps occurring in the following order, with VA performing steps 1, 2, and 6, and VA or the community provider performing steps 3 through 5:

- » Step 1 is receiving the referral.
- » Step 2 is assigning the referral to a community provider.
- » Step 3 is accepting or rejecting the referral.
- » Step 4 is recording the appointment.
- » Step 5 is confirming the first appointment.
- » Step 6 is receiving the final medical documents. This is performed by VA and completes the EOC.
  - » Note: A referral in any status will automatically update to EOC Complete 180 days after the referral expiration date.

## 3 Accessing HSRM

Staff who typically process referrals, accept and reject referrals, record appointments, and share medical documentation with VA will need HSRM accounts.

To be eligible for HSRM, your facility must have an active Community Care Network (CCN) agreement with TriWest or Optum or have a Veterans Care Agreement (VCA) with VA.

Follow the steps below to sign up for HSRM.

» Note: Links to all documents are on the Office of Community Care web page.



- Attend a training webinar on <u>Veterans Health Administration (VHA) Training Finder Real-time Affiliate Integrated Network</u> (TRAIN), complete the online community provider self-paced eLearning series on <u>VHA TRAIN</u> (11 modules), or refer to this guide to learn how to use HSRM.
- 2. Refer to the ID.me user guide to sign up for an ID.me account at the <u>ID.me website</u>.
- 3. The facility point of contact from your organization fills out the End User Tracker (EUT) with information for staff requiring HSRM access, then submits the EUT to <a href="https://hsrmsupport@va.gov">hsrmsupport@va.gov</a>.
  - » Note: Please ensure the email addresses entered in the EUT match those used for each respective user's ID.me account.
- 4. The HSRM Help Desk provides the facility point of contact with confirmation that staff access has been granted.
- 5. All end users access HSRM via the CCRA website at <a href="https://ccracommunity.va.gov">https://ccracommunity.va.gov</a>.
  - » Note: Users must log in to HSRM at least once every 60 days to maintain their access. If your HSRM account is deactivated, email <a href="mailto:hsrmsupport@va.gov">hsrmsupport@va.gov</a> to request reactivation.

Once these steps are complete, contact the VA medical center(s) you work with to let them know you have access to HSRM and to discuss your transition to using HSRM.

## 4 Working in HSRM

#### 4.1 Locate a Referral

HSRM allows community providers to locate referrals more quickly and manage them according to their priority. When logging in to the system, the **Referral List** screen—which is also the home screen—appears. The **Referral List** screen features what is, in effect, a user to-do list; it shows all of the referrals from VA in a central location and allows users to locate referrals.

Users can locate referrals by sorting the **Referral List** or by using the **Find Referrals** or **Find Referral by Patient** features.

## 4.1.1 Column Heading Sort

Users can sort all lists in HSRM by column heading. Sorting the **Referral List** allows users to view the information in any column in ascending or descending order. The default view lists referrals by **Date Added** in descending order, making it easy to see the referrals most recently sent from VA.

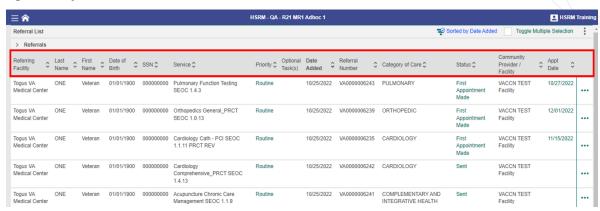
To locate a referral by sorting column headings:

- 1. Navigate to the **Referral List** by selecting either the **Home** icon (also called link home for screen readers) or the **Menu** icon (also called link menu for screen readers) at the top left of the screen, then selecting **Referral List** on the menu.
- Select a column heading to sort data in ascending order by that category. Select it a second time to sort in descending order. Select it a third time to sort by the default, which is **Date Added**, descending.



3. Select the row of the relevant referral to access the **Referral Details** screen.

Figure 2: Referral List



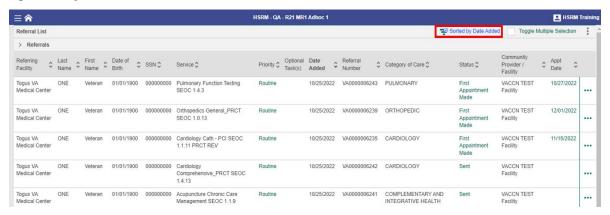
#### 4.1.2 Advanced Sort

The **Advanced Sort** feature provides multiple criteria by which users can sort any **Referral List** in HSRM.

To locate a referral by using the **Advanced Sort** feature:

- 1. Navigate to the **Referral List** by selecting either the **Home** icon (also called link home for screen readers) or the **Menu** icon (also called link menu for screen readers), then select the **Referral List** on the menu by using the up and down arrows or selecting it.
- 2. Select the hyperlink on the **Referral List** to display the **Advanced Sort** (screen readers call this "Referral List sorted **Date Added** descending, press enter to open sorting options").

Figure 3: Referral List - Advanced Sort



3. The available options appear. Users can select both primary and secondary sort criteria.

Select **Ascending** (referred to as the Ascending icon for screen readers) or **Descending**(referred to as the Descending icon for screen readers) associated with the specific criterion for the sort. In the case shown below, Last Name and Date of Birth have been selected in ascending order. After selecting **Apply**, the referrals will be sorted according to

the chosen criteria. Select the row of the relevant referral to view the **Referral Details** screen.

Figure 4: Sorting Options



### 4.1.3 Find Referrals

In addition to sorting the Referral List, community providers can search for referrals in HSRM using the **Find Referrals** feature. Users can search by referral number, Unique Consult ID, network, treating specialty, provider name, service requested, category of care, date added from, date added to, priority, source of referral, status, and optional task(s).

» Note: The Status field is mandatory and has multiple statuses selected by default. Users can choose from Accepted, First Appointment Made, Initial Care Given, Rejected, and Sent by removing those that are not desired.

#### To find referrals:

- 1. Select the **Menu** icon (also called link menu for screen readers) from any screen to view the Main Menu.
- 2. Select **Find Referrals** to navigate to the **Referral Search** screen.

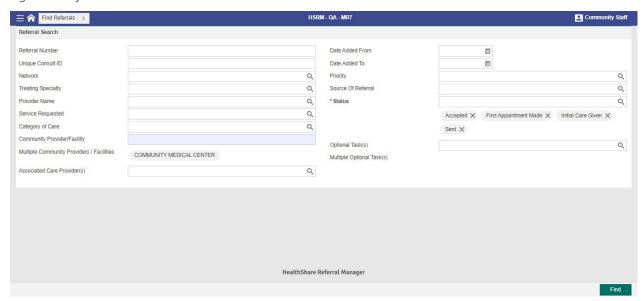


Figure 5: Find Referrals



3. Enter information in any field within the **Referral Search** screen.

Figure 6: Referral Search Screen



4. Select the **Find** button. The resulting **Referral List** screen lists referrals that match the search criteria.

#### » Notes:

- When the values are entered for more than one field, HSRM looks for records that match all fields. There is no "or" search available.
- The search is not case sensitive (e.g., there is no difference between Smith, smith, and SMITH).
- The search looks for numbers matching, or starting with, the values entered (e.g., entering 325 will return 325 000 but not 000 325).



## 4.1.4 Find Referral by Patient

Community providers can search for a referral using the **Find Referral by Patient** feature. Users will have the patient's last name, first name, and date of birth as required fields but can also refine their search using the patient's middle name, gender, Social Security Number (SSN), Integration Control Number (ICN), or Electronic Data Interchange Personal Identifier (EDIPI).

To access the Find Referral by Patient feature:

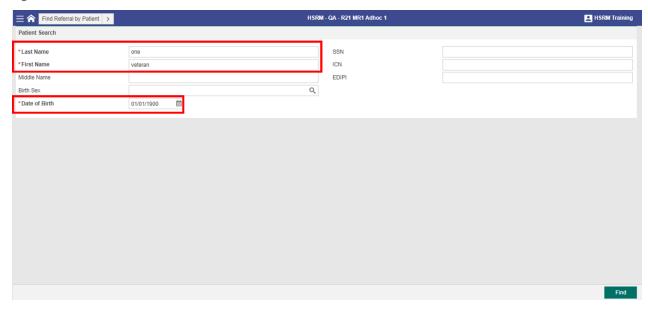
- 1. Access the menu by selecting the Menu 🗏 icon.
- 2. Select Find Referral by Patient.

Figure 7: Find Referral by Patient



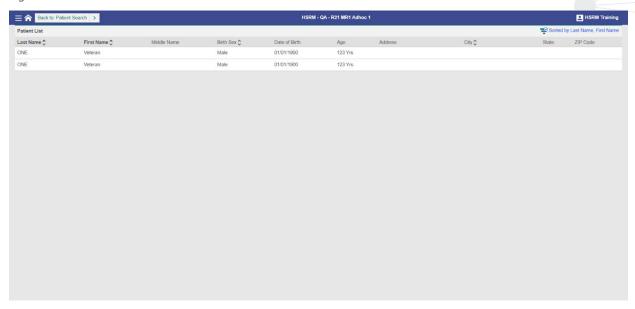
3. Populate the required fields (i.e., Last Name, First Name, and Date of Birth) as well as any other optional fields (if known). Select the Find button to generate the search.

Figure 8: Patient Search Screen



4. The resulting **Patient List** will show patients that match the search criteria. Select the row of the patient to view a Referral List for that specific patient.

Figure 9: Patient List



## 4.2 Manually Change the Status of a Referral

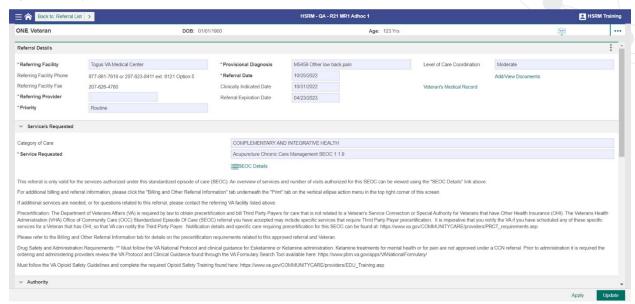
The referral status shows where a referral is in its lifecycle. As shown in **Figure 1**, the possible statuses are Approved, Sent, Accepted, Rejected, First Appointment Made, Initial Care Given, and EOC Complete. Community providers have access to all statuses except EOC Complete.

To manually update the status of a referral:

- 1. Locate the referral (refer to the Locate a Referral section of this guide).
- 2. Navigate to the **Referral Details** screen by selecting the referral row.

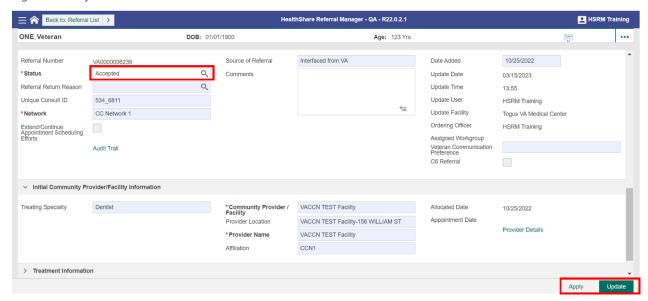


Figure 10: Referral Details Screen



- 3. Navigate to the Referral Processing Information section on the Referral Details screen. Select the Status field and select the new status. Community providers can change the referral status to Accepted, Rejected, First Appointment Made (the status automatically changes to First Appointment Made when an initial appointment is recorded), or Initial Care Given, depending on where the referral is in its lifecycle.
  - » Note: If a user selects the Rejected status, the Referral Return Reason field will be mandatory. Additionally, the Referral Return Reason field is only editable when the user updates the status to Rejected.

Figure 11: Referral Details - Status Field



- 4. Enter any relevant comments regarding the referral in the **Comments** field of the **Referral Processing Information** section.
- 5. Select the **Update** button to save changes and return to the previous screen. Select the **Apply** button to save changes and stay on the same screen.
  - » Note: The C6 Referral checkbox under the Referral Processing Information section pertains to referrals assigned to the Community Care Clinical Coordination Contact Center (C6).

    These user groups include C6 Supervisor, C6 Administrator, and C6 Clinical Staff. If the box is checked, the users in the C6 groups will be able to view and manage these referrals.

## 4.3 Access Standardized Episode of Care Information

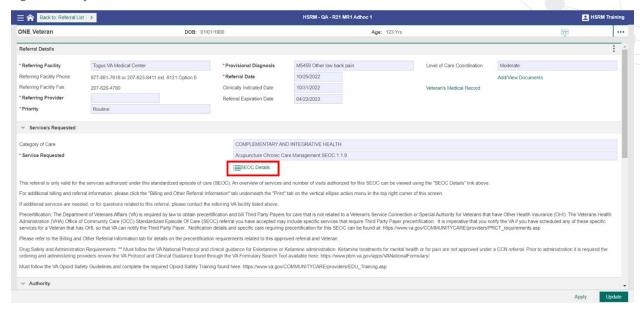
A Standardized Episode of Care (SEOC) is a bundle of services authorized under a single referral. A SEOC includes all clinically related services for one patient for a discrete diagnostic condition within a specific period across a continuum of care. A SEOC helps reduce the need to seek individual authorization for each element of care. It includes all physician, inpatient, and outpatient care, as well as labs and diagnostics. Within HSRM, the user can view a list of services associated with the SEOC. This is the procedural overview of services.

#### To view SEOC details:

- 1. Locate the referral (refer to the Locate a Referral section of this guide).
- 2. Select the row of the referral to navigate to the **Referral Details** screen.
- 3. Navigate to the **Service/s Requested** section on the **Referral Details** screen and select the **SEOC Details** link.
  - » Note: VA is required by law to obtain precertification and bill third-party payers (TPPs) for care that is not related to a Veteran's service or to obtain special authority for Veterans who have other health insurance (OHI). Users can find precertification information and instructions under the SEOC Details link and in the Offline Referral Form.

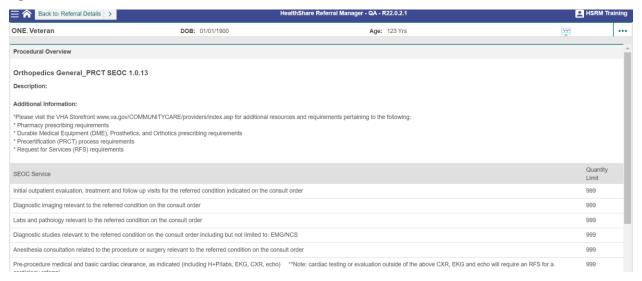


Figure 12: Referral Details - SEOC Details



#### 4. Review the **Procedural Overview** for the SEOC.

Figure 13: SEOC Details Screen



#### 4.4 Print the Offline Referral Form

Printing the **Offline Referral Form** enables community providers to retain a hard copy of the referral for their files. The **Offline Referral Form** contains referral details, additional referral information, billing and precertification information, patient details, and SEOC information. Community providers can print offline referral forms for individual or multiple referrals.

## 4.4.1 Individual Referral

To print the Offline Referral Form for an individual referral:



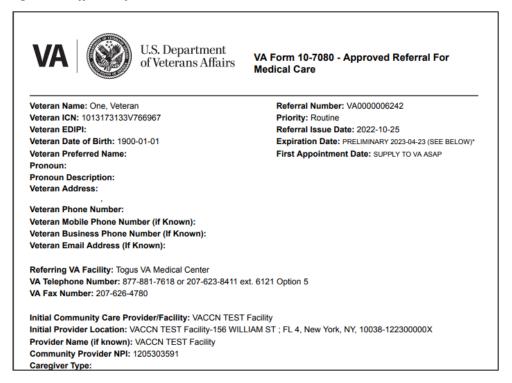
- 1. Locate the referral (refer to the Locate a Referral section of this guide).
- 2. Select the row of the referral to navigate to the **Referral Details** screen.
- 3. Select the **Component Menu** icon is (also called the Referral List component menu button by screen readers) from the Referral Details section, then select Offline Referral Form from the Print drop-down menu.

Figure 14: Component Menu – Offline Referral Form



4. The Offline Referral Form appears, which users can print, download, and save.

Figure 15: Offline Referral Form



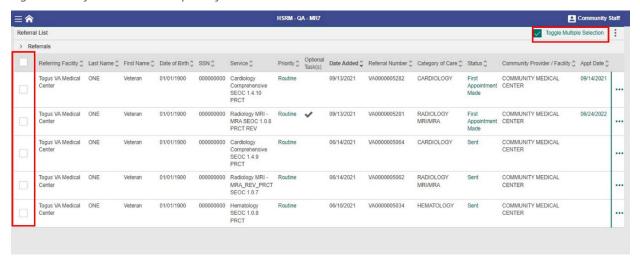
## 4.4.2 Multiple Referrals

To generate an Offline Referral Form for multiple referrals:



- » Note: Users may generate an Offline Referral Form for multiple referrals from any referral list, including the Veteran's referral list.
- 2. Select the **Toggle Multiple Selections** checkbox ✓ to enable the selection of multiple referrals (for screen readers, select the toggled multiple selection checkbox not checked; to select, press enter), then select the checkboxes next to the appropriate referrals (for screen readers, select the row button for each preferred referral).

Figure 16: Referral List – Multiple Referrals



3. Select the **Component Menu** icon is (also called Referral List component menu button by screen readers) and select **Selected Offline Referral Forms** from the **Email** drop-down menu.

Figure 17: Component Menu – Selected Offline Referral Forms



4. The **Offline Referral Form** appears.

Figure 18: Multiple Offline Referrals Form

Veteran Approved Referrals for Medical Care Cover Page									
Veteran Name	Referral No	Referral Date	VA Facility	Category of Care	Community Provider/Facility				
One, Veteran	VA0000000237	2019-12-11	Lebanon VA Medical Center	ALLERGY AND IMMUNOLOGY					
One, Veteran	VA000000264	2020-01-03	Batavia VA MedicalACUPUNCTURE Center						
One, Veteran	VA000000681	2020-08-14	Lebanon VA Medical Center	CARDIOLOGY TESTS, PROCEDURES, STUDIES					
One, Veteran	VA000000682	2020-08-14	Lebanon VA Medical Center	NEUROLOGY					

» Note: Users can download and save the Offline Referral Form. Compiled Offline Referral Forms will contain a cover page.

## 4.5 Manage Documents

HSRM allows VA and community providers to easily upload and download medical documents such as medical records and images. Prior to providing care to a Veteran, community providers can download and review documents that VA shares regarding the Veteran/patient. Following care, community providers upload relevant patient care documentation for VA's review. This eliminates faxing and emailing documentation and greatly enhances the accuracy of patient documentation. HSRM accepts most file types, including JPG, BMP, PNG, Microsoft Office, and PDF. JPG and PDF files are displayed in the preview section. There are no limitations on file size.

#### 4.5.1 View and Download Documents

To view and download documents:

- 1. Locate the referral (refer to the Locate a Referral section of this guide).
- 2. Navigate to the **Referral Details** screen by selecting the referral row.
- 3. Select **Add/View Documents** on the **Referral Details** screen to open the **Documents** screen. Here, users can view all documents that have been added to the referral.
  - » Note: Users may also view and download documents by accessing Documents from the Additional Referral Information screen. These instructions are in the View Additional Referral Information section of this guide.

#### 4.5.2 Add Documents

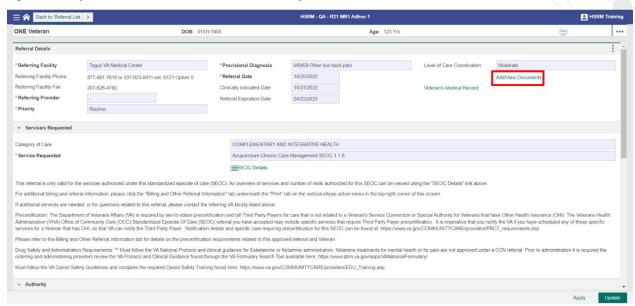
To add documents to a referral:

- 1. Locate the referral (refer to the Locate a Referral section of this guide).
- 2. Navigate to the **Referral Details** screen by selecting the referral row.



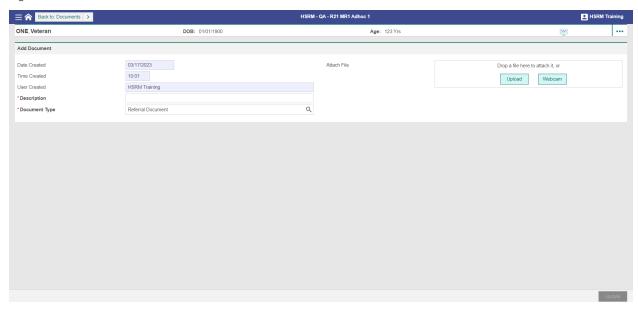
3. Select Add/View Documents on the Referral Details screen to open the Documents screen.

Figure 19: Referral Details – Add Documents to a Referral



- 4. Select the **New** button on the **Documents** screen. The **Add Document** screen appears.
- 5. Enter data in the corresponding fields on the **Add Document** screen.
  - » Note: The Date Created, Time Created, and User Created fields populate automatically and are read-only.

Figure 20: Add Document Screen



6. Select the **Upload** button and select the file from the computer's hard drive.

- 7. To identify the type of document, select the **Magnifying Glass** icon document type lookup graphic by screen readers) in the **Document Type** field and choose the appropriate type (e.g., **Medical Documents** or **Request for Services/SAR**). This will trigger an automatic task for VA to review the document.
- 8. Select the **Update** button at the bottom right of the screen to save and go back to the **Documents** screen.
- 9. Select **Referral Details** from the **Breadcrumb Trail** drop-down list to go back to the **Referral Details** screen or continue to add documents in the same manner.

## 4.6 Record an Appointment

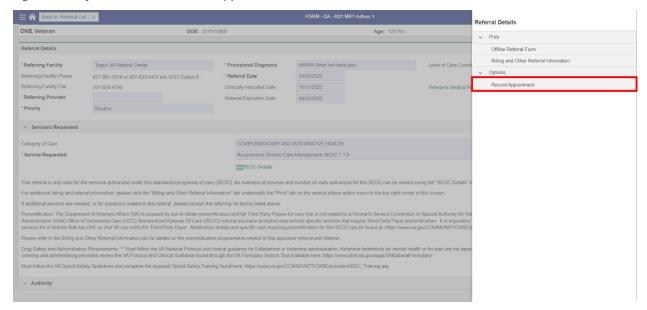
Recording appointments in HSRM makes this information available to VA without having to phone, email, or fax, thus reducing the administrative burden for both VA and community providers. Users can record an appointment in the system from the **Referral Details** screen. Users must record a first appointment for every referral they accept. Recording any subsequent appointments in HSRM is optional.

» Note: Do not forget to book the appointment in your own external system.

#### To record an appointment:

- 1. Locate the referral (refer to the Locate a Referral section of this guide).
- 2. Select the referral to navigate to the **Referral Details** screen.
- 3. Select the **Component Menu** icon i (also called Referral List component menu button by screen readers) located in the Referral Details section to open the Component Menu.
- 4. Select **Options** and **Record Appointment**.

Figure 21: Referral Details – Record Appointment

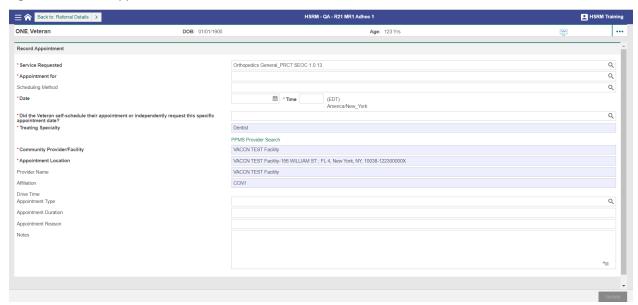


5. Enter the appropriate information (e.g., **Service Requested**, **Appointment for**, **Date**, and **Time**). Additionally, if the referral is with a provider in CCNs 1 – 5, HSRM requires users to indicate whether the Veteran self-scheduled the appointment or requested the specific appointment time. The mandatory question asks, "Did the Veteran self-schedule their appointment or independently request this specific appointment date?"

#### » Notes:

- HSRM marks mandatory fields with an asterisk (screen readers identify these fields as Star and Required).
- The appointment date cannot be earlier than the referral date.

Figure 22: Record Appointment Screen



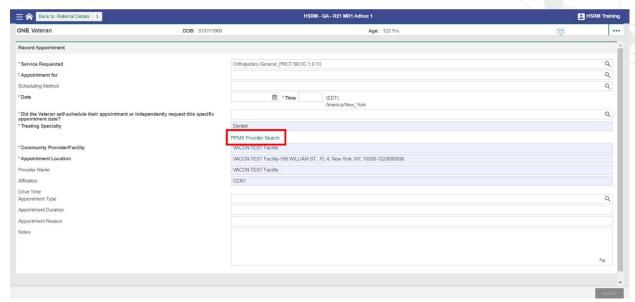
6. If the name of the specific facility caregiver is unknown or the appointment is with a facility caregiver other than the initial community provider, users may search for a community provider using the Provider Profile Management System (PPMS) Provider Search. This search component is described in the following section.

## 4.6.1 Locate a Provider Using the PPMS Provider Search

Users can find a list of providers and their details using the PPMS Provider Search feature. The PPMS Provider Search allows users to search by a provider's National Provider Identifier (NPI), state, zip code, and affiliation.

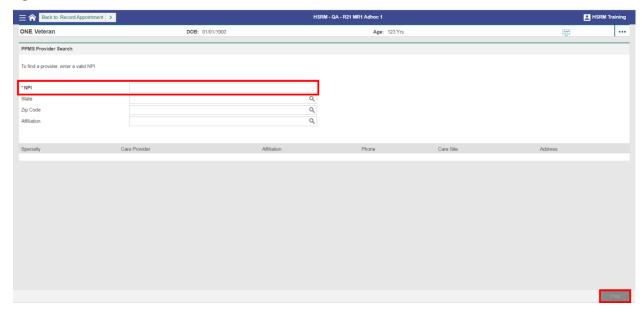
1. On the **Record Appointment** screen, select the **PPMS Provider Search** link.

Figure 23: Record Appointment Screen - PPMS Provider Search



- 2. Enter the provider's NPI in the **NPI** field. The **State**, **Zip Code**, and **Affiliation** fields may also be used to narrow the search results. When a zip code is entered into the **Zip Code** field, the **State** field will automatically populate.
- 3. Select the Find button to connect directly to PPMS to find the provider with the designated NPI.

Figure 24: PPMS Provider Search Screen – NPI Search



4. **Select** the appropriate provider.

Figure 25: PPMS Provider Search Screen – NPI Search Results

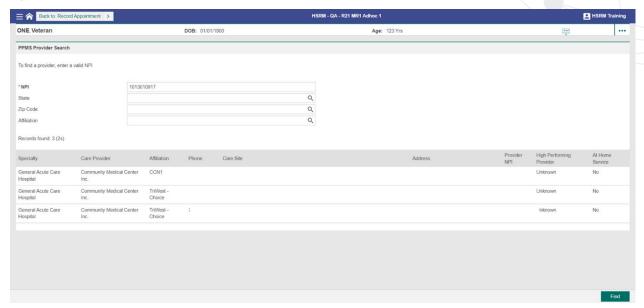
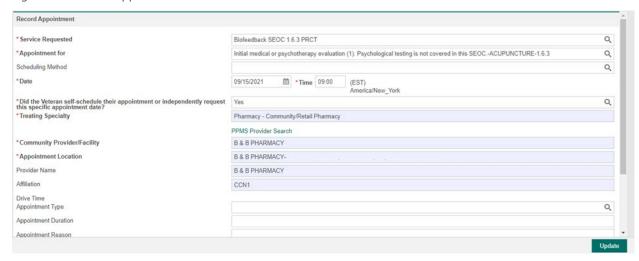


Figure 26: Record Appointment Screen



- » Note: Scheduling Method, Appointment Type, Appointment Duration, Appointment Reason, and Notes fields are optional. However, entering information in these fields is a best practice, as it ensures that VA and the community provider have access to all relevant appointment information in a central location.
- 5. Select the **Update** button on the **Record Appointment** screen to save the appointment information. The **Referral Details** screen appears, and the status of the referral will automatically change to **First Appointment Made**.
  - » Note: If there is an appointment recorded for a provider other than the initial community provider, that second provider will not see the referral on their Referral List but will instead receive a task on their facility's task list that will allow them to work with the referral.

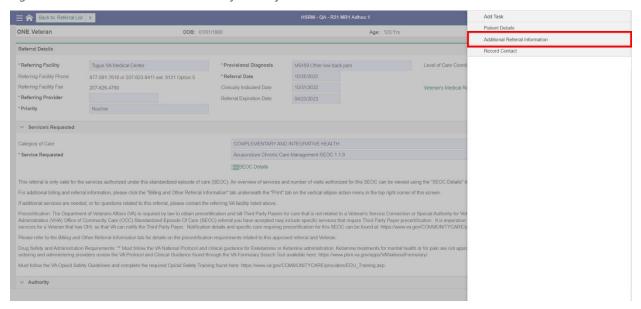
» Note: The first appointment made in the SEOC will be on the Referral List for the duration of the referral, regardless of subsequent appointments that are scheduled and occur. The date of the first appointment made also displays in the Appointment Date field in the Initial Community Provider/Facility Information section on the Referral Details screen.

## 4.7 Cancel or Mark an Appointment as a No-Show

To cancel an appointment:

- 1. Locate the referral (refer to the Locate a Referral section of this guide).
- 2. Select the **Action Menu** icon ••• (also called link Referral List action menu by screen readers) next to the corresponding referral row and select Additional Referral Information.
  - » Note: The Action Menu icon ••• is also available from the Referral Details screen in the Patient Banner.

Figure 27: Action Menu – Additional Referral Information



3. Locate the appointment from the **Appointments** section and select the **Status** link. The **Appointment Change Status** screen appears.



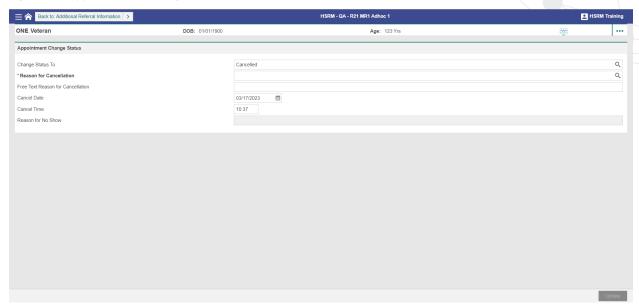
Figure 28: Additional Referral Information Screen



- » Note: Users can also access the Change Status screen by selecting the Appointment For link located on the referral row and then selecting Change Status, located beneath the Appointment Status field.
- 4. The **Change Status To** field automatically populates as **Cancelled**. If selecting a different status, select the **Magnifying Glass** icon (also called change status to lookup graphic by screen readers) in the **Change Status To** field and select a status from the drop-down list.
  - » Note: If a user selects No Show, they must also populate the Reason for No Show field.
- 5. Select the **Magnifying Glass** icon (also called reason for cancellation lookup graphic by screen readers) in the **Reason for Cancellation** field and select the appropriate reason for cancellation.
  - » Note: Users must choose from one of the available reasons when cancelling:
    - Cancelled by Community Provider
    - Cancelled by Patient
    - Cancelled by VA Staff
    - Rescheduled by Community Provider
    - Rescheduled by Patient
    - Rescheduled by VA Staff
- 6. Enter any additional information regarding the appointment cancellation.
  - » Note: Users can also use the Free Text for Cancellation field for additional details regarding the appointment (e.g., spoke to Veteran's family member to cancel the appointment).

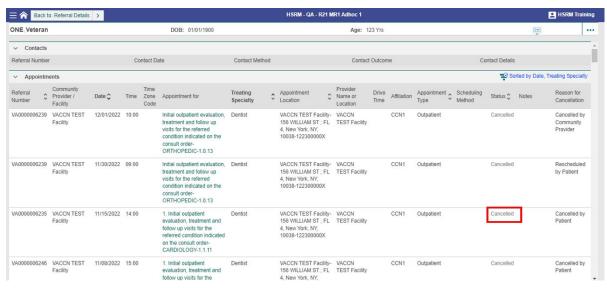


Figure 29: Appointment Change Status Screen



- 7. Select the **Update** button to save changes.
- 8. The appointment status now displays as **Cancelled**. Once a user cancels an appointment in HSRM, the appointment is no longer editable.

Figure 30: Additional Referral Information Screen



#### 4.8 Record Contact

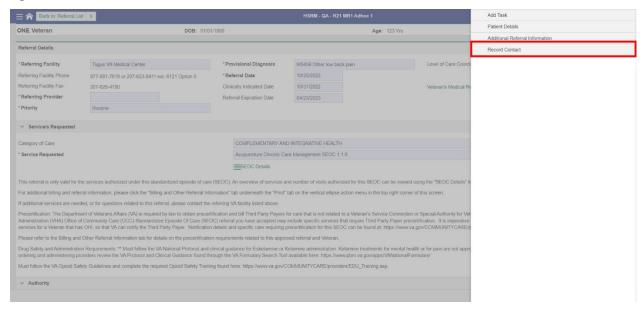
HSRM enables users to record any contact made with the Veteran, a community provider, or any other person or organization regarding the referral. Anyone with access to the referral can view this information.

» Note: The Veteran's preferred method of communication appears in a read-only field in the Referral Processing Information section of the Referral Details screen. When reaching out to a Veteran, community providers should view this field first.

#### To record contact about a referral:

- 1. Locate the referral (refer to the Locate a Referral section of this guide).
- 2. Select the referral from the Referral List.
- 3. Select the **Action Menu** icon \*\*\* (also called link Referral List action menu by screen readers) on the **Patient Banner**.
- 4. Select **Record Contact** from the drop-down menu. The **Record Contact** screen appears.

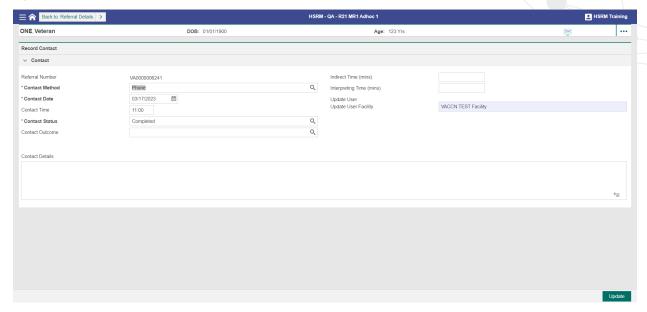
Figure 31: Action Menu – Record Contact



5. Enter the relevant information regarding the contact and select the **Update** button save changes.







#### 4.9 View Additional Referral Information

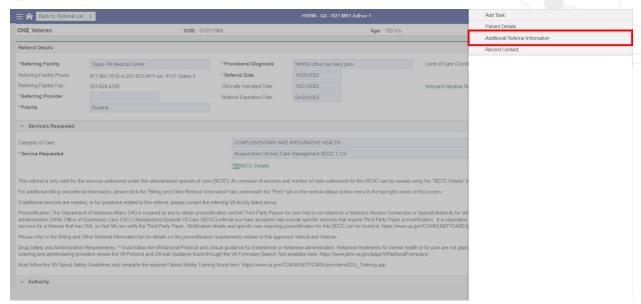
Users can view additional information about a referral on the Additional Referral Information screen. This screen displays contacts, appointments, referral documents, care coordination documents, referral notes, and patient letters.

To view additional referral information:

- 1. Locate the referral (refer to the Locate a Referral section of this guide).
- 2. Select the **Action Menu** icon ••• (also called link Referral List action menu by screen readers) next to the corresponding referral row and select Additional Referral Information.
  - » Note: The Action Menu icon ••• (also called link Referral List action menu by screen readers) is also available from the Referral Details screen in the Patient Banner.



Figure 33: Referral List – Additional Referral Information



3. The **Additional Referral Information** screen appears, showing contacts, appointments, referral documents, care coordination documents, referral consult factors, referral notes, and patient letters related to the referral. Select each to view the corresponding information.

Figure 34: Additional Referral Information



» Note: Users can sort each list using the column header and advanced sorting methods.

## 4.10 Working with Tasks

A task in HSRM represents a discrete action that users must complete for a Veteran's referral. Tasks minimize administrative burdens and streamline communications. They enable VA and community providers to share information without having to pick up the phone. Automatic tasks serve as reminders for submitting medical documents and precertification information, minimizing potential delays in payment.

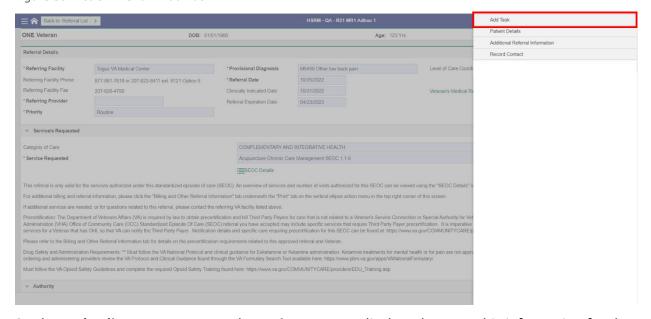
For example, a community provider will receive an auto-generated task from VA to submit medical documentation seven days after the referral status is changed to **Initial Care Given**. Alternatively, the community provider can create a manual task to communicate with VA (e.g., to request VA to contact the Veteran or to provide additional referral documents).

#### 4.10.1 Create a Task

To manually create a task:

- 1. Locate the referral (refer to the Locate a Referral section of this guide).
- 2. Select the **Action Menu** icon ••• (also called link Referral List action menu by screen readers) next to the corresponding referral row, then select **Add Task**.
  - » Note: The Action Menu icon ••• (also called link Referral List action menu by screen readers) is also available from the Referral Details screen in the Patient Banner.

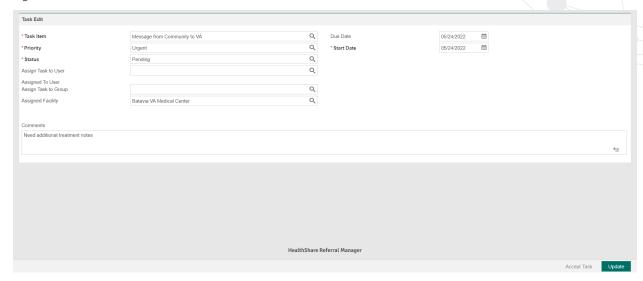
Figure 35: Action Menu - Add Task



- 3. The **Task Edit** screen appears. The **Patient Banner** displays demographic information for the patient associated with the referral.
- 4. Enter the appropriate information (e.g., Task Item, Priority, Status, Comments) to create the task. Task Item, Priority, Status, Due Date, and Start Date fields are mandatory (as denoted by the red asterisk) and users can edit them. Screen readers identify these fields as Star and Required.



Figure 36: Task Edit Screen



- 5. Select the **Magnifying Glass** icon (also called lookup graphic by screen readers) within each field to view and select available options.
- 6. Select the **Update** button to save the task information.

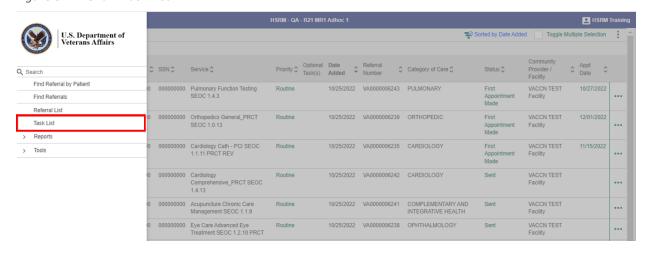
#### 4.10.2 View or Edit a Task

The **Task List** displays all task items for the facility. From the **Task List**, users can review and edit an item.

#### To view the Task List:

1. Select the **Menu** icon (also called link menu for screen readers) and select **Task List** from the drop-down options.

Figure 37: Menu - Task List



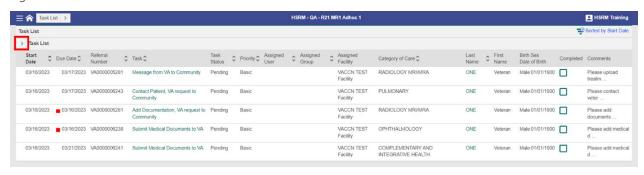
2. Locate the task on the **Task List**. Users can sort the Task List in the same way that they would sort the Referral List, by selecting the column headings or by sorting tasks with the Advanced Sort hyperlink.

Users can also filter their Task List to locate specific tasks. There are several filtering criteria, including Task Item, Date To/From, Last Name Start/End, Category of Care, Assigned User, Assigned Group, Assigned Facility, and more.

#### To filter the Task List:

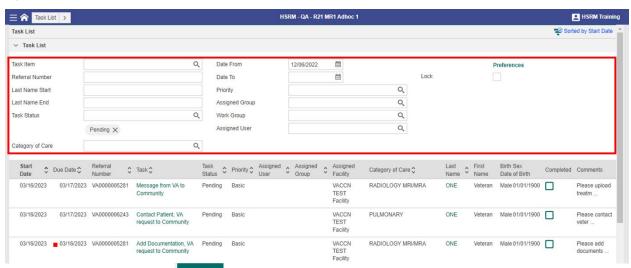
1. Select the arrow icon at the top of the **Task List** to open the filtering options.

Figure 38: Task List Header Row



2. Enter the desired filtering criteria.

Figure 39: Task List Filters



3. Select the **Find** button to filter the Task List by the chosen criteria.

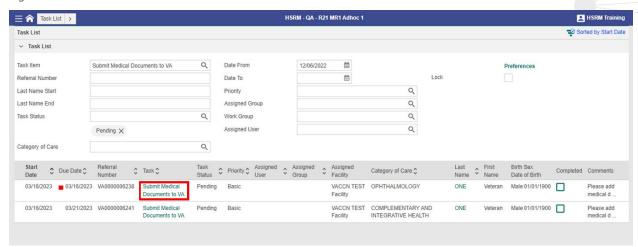
#### To view and edit a task:

 Select the task title in the Task column to navigate to the Task Edit screen (data in the Task and Last Name columns are displayed as hyperlinks). The Task Edit screen appears.



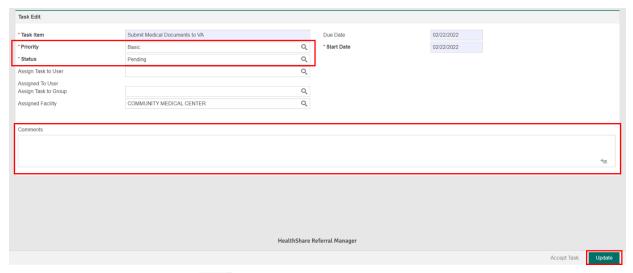
» Note: Overdue tasks have a red indicator in the Due Date column (screen readers read the date to indicate overdue tasks).

Figure 40: Task List Screen



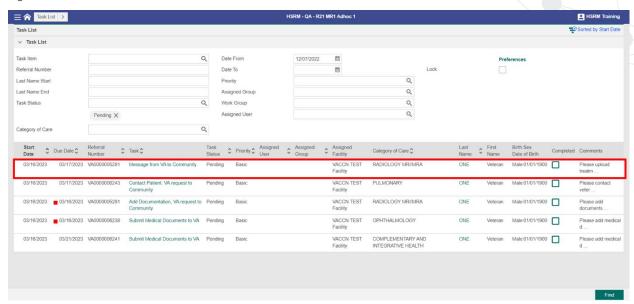
- 2. Review the task, including any comments.
- 3. Edit the **Priority** and **Status** fields as needed. To do this, select the **Magnifying Glass** icon (also called lookup graphic by screen readers) within each field and select the appropriate option.
- 4. Edit the Comments field.

Figure 41: Task Edit Screen



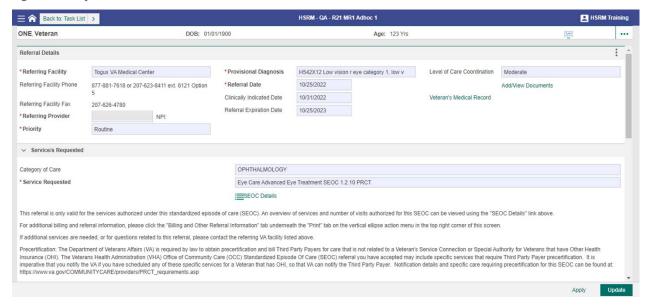
5. Select the **Update** button at the bottom right to save the task information and go back to the **Task List**.

Figure 42: Task List



6. After editing the task, users can complete the task by selecting the task row to access the Referral Details screen.

Figure 43: Referral Details Screen



7. When users update a task, they can mark the task as complete.

## 4.10.3 Mark a Task Complete

From the Task List, users can mark an item as complete.

## To mark a task as complete:

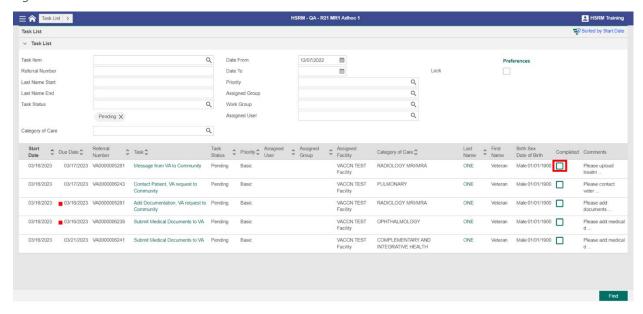
1. Select the **Menu** icon (also called link menu for screen readers) and select the **Task List** option.

Figure 44: Menu – Task List



- 2. Locate the task on the Task List.
- 3. Select the box in the **Completed** column of the task.

Figure 45: Task List Screen



## 4.11 Community Provider Precertification

There may be occasions when a referral requires VA to call TPPs for precertification for patients who are VHA beneficiaries with other billable health insurance (OHI).

## 4.11.1 Identify Referrals Requiring OHI Precertification

If a referral requires OHI precertification, it will have either **PRCT REV** or **PRCT** listed in the SEOC name.

1. To view precertification details, select the row of the referral.

Figure 46: Referral Screen - SEOC

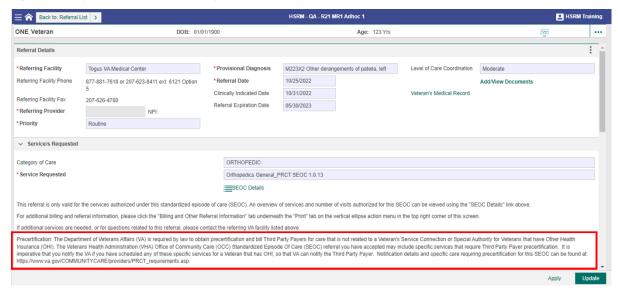


## 4.11.2 View Precertification Instructions

Once on the **Referral Details** screen, community providers can view the precertification information on:

- » The Service/s Requested section, titled Precertification.
- » The Offline Referral Form under the Precertification section. Select the Component Menu (vertical ellipsis located top right of the screen), and, under Print, select Offline Referral Form.
- » The Billing and Other Referral Information sheet under the Precertification section. Select the Component Menu, then select Billing and Other Referral Information under Print.

Figure 47: Referral Details - Precertification Instructions



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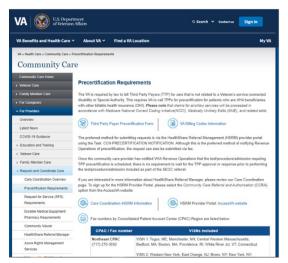
» Note: The Precertification section instructs community providers to navigate to the Community Care website (<a href="https://www.va.gov/COMMUNITYCARE/providers/PRCT">https://www.va.gov/COMMUNITYCARE/providers/PRCT</a> requirements.asp) for further notification details. You can either copy and paste the text link into your web browser, or, if available, directly select the link to open the page.

## 4.11.3 View Community Care Precertification Web Page

Once on the Community Care precertification web page, please read the precertification notification instructions.

 To identify if a specific service requires precertification, scroll down to Standardized Episodes of Care (SEOC) Billing Code Information, and select the link titled License for Use of Current Procedural Terminology.

Figure 48: Community Care Precertification Requirements Web Page

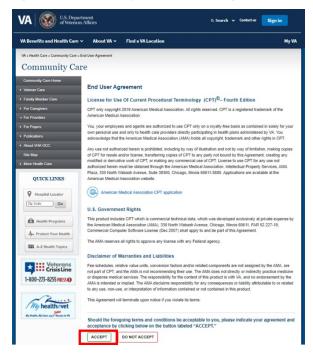




2. Select **Accept** on the bottom of the **Community Care End User Agreement Web Page**. Selecting **Accept** will download the SEOC precertification code list to your computer.



Figure 49: Community Care End User Agreement Web Page - Accept



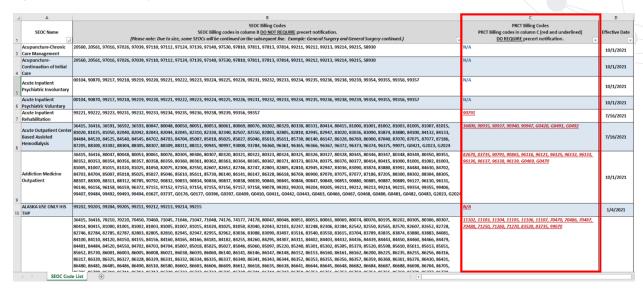
## 4.11.4 View SEOC Billing Codes for Precertification

Once you open the file titled "SEOC-PRCT\_Code\_List.xlsx" from your downloads, you will be able identify which billing codes require precertification. Any billing codes in the **PRCT Billing Codes** column in red require precertification.

To locate a specific SEOC or billing code:

- 1. Use the CTRL+F keyboard shortcut to pull up the search option in Excel.
- 2. Enter either the specific SEOC name or billing code to locate it in the document.
  - » Note: If a service requires precertification, you will need to create a manual task in HSRM for the Revenue team.

Figure 50: SEOC Precertification Excel Document

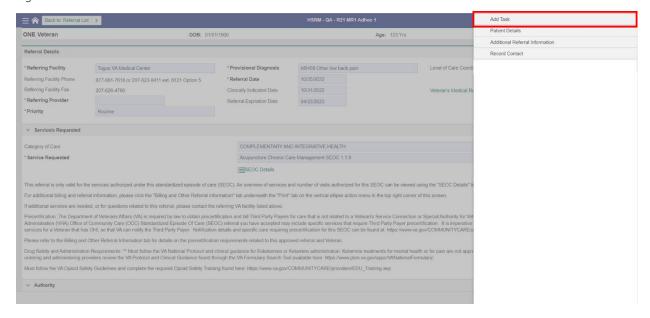


## 4.11.5 Add a Precertification Notification Task

#### To add a task:

1. From the Referral Details screen, select the Action Menu (horizontal ellipsis located at the top right of the screen), then select **Add Task**.

Figure 51: Action Menu – Add Task

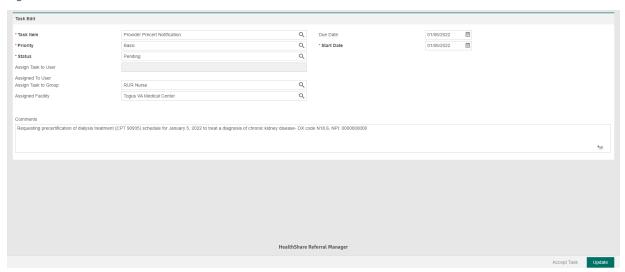


2. On the Task Edit screen, you can add a manual task for another user, a group of users, or yourself. Below are the different fields on the Task Edit screen:

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- » Task Item This is a mandatory field and needs to be selected from a list, as noted by the magnifying glass. Since this is a task for the Revenue team, select Provider Precert Notification.
- » Priority This is another mandatory field that has a list. It is already filled in as Basic.
- » Status The status is preset to Pending since this is a new task. It is mandatory as well.
- » Assign Group Because this is a task for HSRM Revenue staff, you need to assign the task to the Revenue Utilization Review (RUR) Nurse group.
- 3. Add comments to specify for which service and billing code number you are requesting the precertification, appointment date, diagnosis, and associated NPI number.
- 4. Save the changes. Remember, selecting **Update** saves the data and will only be available when all mandatory fields are complete.
- 5. Select Update.
- 6. VA Revenue staff members can now view the task. You may proceed with the service. There is no requirement to wait for VA or TPP approval or response prior to performing the test, procedure, or admission included as part of the SEOC referral.

Figure 52: Task Edit



» Note: The Precertification section of the VA Community Care web page also includes a link to the Third-Party Payer Precertification Form. If necessary, community provider users can download, complete, and submit the form in HSRM. Be sure to assign the TPP Pre-Cert Form document type to the form on the Add Document page for the respective referral.

#### 4.12 Canned Text

Canned text automatically populates text fields with predefined text items. Selecting the

Canned Text icon (also called canned text graphic by screen readers) will display existing items in the canned text library. Users can create their own canned text to populate any text field that contains the Canned Text icon.



#### To create canned text:

- 1. Locate the referral (refer to the Locate a Referral section of this guide).
- 2. Navigate to the Referral Processing Information section. In the Comments box, enter the text you wish to save, highlight it, and then select the Plus icon. This will take you to the Canned Text screen.
- 3. On the Canned Text screen, enter a code to assign to the text. Select the Update button at the bottom right to save the canned text.

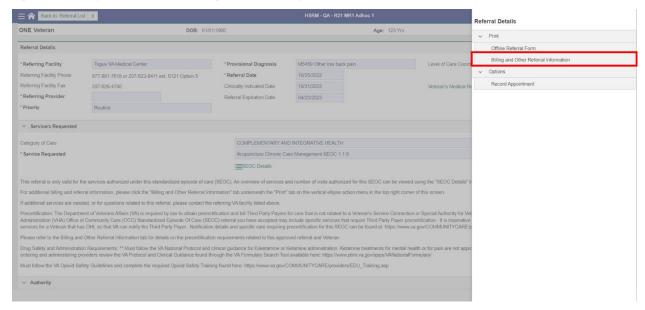
## 4.13 Billing and Other Referral Information

The **Billing and Other Referral Information** sheet provides community providers with additional details related to the legal authority, claims submissions instructions, precertification requirements, and provision of prescriptions and durable medical equipment for the referral. Community providers can access this information sheet directly from the **Referral Details** screen. The information is also available on the **Offline Referral Form**. The information sheet will contain appropriate content based on the program authority. For example, a referral authorized as a Veterans Care Agreement, Community Care Network, or 1728 service-connected emergency care referral would contain content specific to that program.

## To access the **Billing and Other Referral Information** sheet:

- 1. Locate the referral (refer to the Locate a Referral section of this guide).
- 2. From the **Referral Details** screen, select the **Component Menu** icon in (also called Referral List component menu button by screen readers), then select **Billing and Other Referral Information**.

Figure 53: Component Menu – Billing and Other Referral Information



3. The **Billing and Other Referral Information** sheet appears, and users can print, download, and save it as a PDF.



Figure 54: Component Menu – Billing and Other Referral Information Sheet

Billing and Other Referral Information

VA000002306

Page 1 of 1

# Billing and Other Referral Information



Referral Number: VA0000002306

Referring VA Facility: Batavia VA Medical Center

**Submitting Claims** 

ANY CLAIMS RELATED TO THIS EPISODE OF CARE MUST BE SUBMITTED TO OPTUM UNITEDHEALTH CARE AND INCLUDE THE APPROVED REFERRAL NUMBER.

Methods to submit claims: Electronic Data Interchange (EDI): Payer ID for Medical and Dental – VACCN

More information on how to submit claims can be found by visiting <a href="https://www.va.gov/COMMUNITYCARE/revenue">https://www.va.gov/COMMUNITYCARE/revenue</a> ops/Veteran Care Claims.asp.

#### Precertification

The Standardized Episode of Care (SEOC) referral you have accepted includes certain services that require Third PartyPayer (TPP) precertification. It is imperative that you notify the VA if you have scheduled any of these specific services for a Veteran that has Other Health Insurance (OHI), so that VA can notify the TPP. VHA is required by law to bill the TPP for care that is not for a Service Connection or Special Authority eligibility.

### 5 Clinical Viewer

The **Clinical Viewer** portal offers users a comprehensive view of a Veteran's medical documentation history in HSRM. Categories of information available in Clinical Viewer include a clinical summary of the patient's history, allergies, immunizations, any medications, lab results, procedures, and more. Clinical Viewer gives HSRM users a secure, centralized source of medical history and patient details for a Veteran in HSRM.

Clinical Viewer is accessible from the **Referral Details** screen for any Veteran that has relevant data in the system. To access Clinical Viewer from the **Referral Details** screen, users can either select the **Clinical Viewer** icon on the **Patient Banner** or follow the **Veteran's Medical Record** link in the **Referral Details** section.

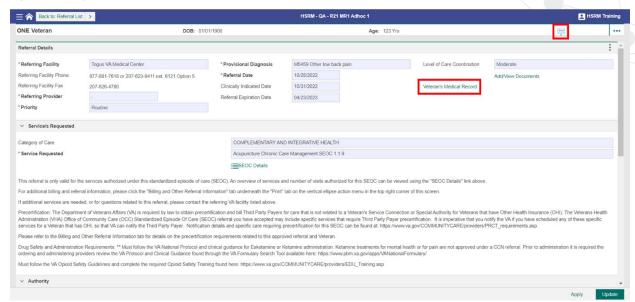
» Note: Clinical Viewer is unavailable for users in the Community View Only security group.

#### To access Clinical Viewer:

- 1. Locate the referral (refer to the Locate a Referral section of this guide).
- 2. Select the **Clinical Viewer** icon on the Patient Banner or the **Veteran's Medical Record** link on the **Referral Details** screen.

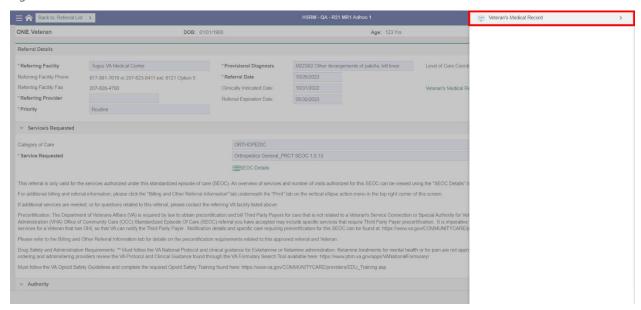


Figure 55: Referral Details Screen



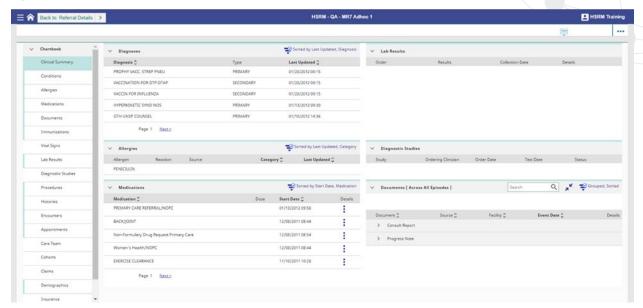
3. If the user selects the **Clinical Viewer** icon, a menu will open. Select the Veteran's Medical Record option. Alternatively, if the user selects the **Veteran's Medical Record** link in the Referral Details portion of the screen, it will bypass the menu and take them directly to Clinical Viewer.

Figure 56: Clinical Viewer Access Menu



4. The Clinical Viewer page will open, displaying patient medical history in HSRM. The categories of information available for viewing are in a list called the **Chartbook**. Select one of the categories in the Chartbook to view it.

Figure 57: Clinical Viewer Home Screen



» Note: All information in Clinical Viewer is read-only, so users will not be able to print or download any information or documentation. Attempting to save images or data from Clinical Viewer may present security risks. Users must remove any saved data or images from their device after use.

## 6 Additional Resources

Contact the HSRM Help Desk for support. Open a ticket by phone at 1-844-293-2272 or email <a href="mailto:hsrmsupport@va.gov">hsrmsupport@va.gov</a>.

Additionally, the following websites provide quick and easy access to commonly needed materials:

- » VA Community Care Website
- » HSRM Support Points of Contact List
- » Community Provider Information Sheet

# **Appendix A: Acronyms and Abbreviations**

Table 1: Acronyms and Abbreviations

Acronym or Abbreviation	Definition	
Admin	Administrator	
C6	Community Care Clinical Coordination Contact Center	
СВОС	Community-Based Outpatient Clinic	
CCN	Community Care Network	
EDIPI	Electronic Data Interchange Personal Identifier	
EOC	Episode of Care	
HIE	Health Information Exchange	
HSRM	HealthShare Referral Manager	
ICN	Integration Control Number	
IT	Information Technology	
NPI	National Provider Identifier	
ОНІ	Other Health Insurance	
OS	Operating System	
PDF	Portable Document Format	
PII	Personally Identifiable Information	
PPMS	Provider Profile Management System	
RFS	Request for Services	
RUR	Revenue Utilization Review	
SAR	Secondary Authorization Request	
SEOC	Standardized Episode of Care	
TPA	Third-Party Administrator	
TPP	Third-Party Payer	
TRAIN	Training Finder Real-time Affiliate Integrated Network	
VA	U.S. Department of Veterans Affairs	
VAMC	Veterans Affairs Medical Center	
VHA	Veterans Health Administration	
VISN	Veterans Integrated Service Network	

# **Appendix B: Revision History Table**

Table 2: Revision History Table

Version	Date	Author	Description
0.1	Nov. 2018	CCRA Training Team	Initial Draft
0.2	Nov. 2018	Sam Weaver	QC Review
0.3	Nov. 2018	Jennifer Cote	JPM/PQAL Review
0.4	Nov. 2018	Susan Burke	PM Review
0.5	01/14/2019	Sam Weaver	Template Update
0.6	01/14/2019	Jennifer Cote	JPM/PQAL Review
1.0	01/14/2019	Susan Burke	PM Review
1.1	03/25/2019	Allyson Newman	<ul> <li>Updates from 4.0</li> <li>New screenshots throughout</li> <li>Alt Text added</li> <li>Updated TOC</li> <li>Updated Table of Figures</li> <li>Updated Table of Tables</li> <li>Text updates throughout</li> <li>Added Section 3.1.2: Billing and Other Referral Information</li> <li>Added screenshot of Component Menu with Billing and Other Referral Information option highlighted</li> <li>Added screenshot of Billing and Other Information Sheet</li> <li>Updated HSRM Help Desk phone number and TTY number</li> </ul>
1.2	03/27/2019	Kathryn Hooker	<ul> <li>QC Review</li> <li>Title page: Changed date to April 2019 and Version to 2.0; removed HSRM acronym</li> <li>Footer: Changed to Arial font</li> <li>Intro: Updated to mandatory version</li> <li>Appendix A: Added acronyms</li> <li>Throughout doc:         <ul> <li>Edited alt text for brevity</li> <li>Made minor changes to grammar and punctuation</li> </ul> </li> </ul>
1.3	05/08/2019	Jennifer Cote	JPM/PQAL Review

Version	Date	Author	Description
1.4	06/13/2019	Allyson Newman	Updates for Build 6.0  New screenshots throughout  Expanded Requests for Services section with screenshots  Updated TOC  Update Table of Figures  Updated Table of Tables  Text updates throughout  Minor punctuation  Added a report
1.5	06/17/2019	Rachael Levine	Training Team Lead Review
1.6	06/17/2019	Allyson Newman	<ul><li>» Updates to screenshots, text.</li><li>» Added Alt text</li></ul>
1.7	06/17/2019	Jennifer Cote	JPM/PQAL Review
2.0	06/17/2019	Susan Burke	Program Manager Review
2.1	06/21/2019	Allyson Newman	Added PPMS Provider Search
2.2	06/24/2019	Kathryn Hooker	QC review of updates
2.3	06/24/2019	Jennifer Cote	JPM/PQAL Review
3.0	08/13/2019	Allyson Newman	Updates for Build 7.0  New screenshots throughout  Text updates throughout  Updated TOC  Updated Table of Figures  Updated Table of Tables  Updated Resource links  Updated footer with date  Updated Getting Access to HSRM section  Updated alt text
3.1	08/22/2019	Staci Shelley	QC Review
4.0	03/02/2020	Allyson Newman	<ul> <li>Updates for Build 7.5</li> <li>» Updated footer</li> <li>» Spelling and grammar revisions</li> <li>» Removed Provider Search and Additional Details section</li> <li>» Updated alt text</li> <li>» Updated screenshots</li> <li>» Updated Table of Contents</li> <li>» Updated Table of figures</li> </ul>

Version	Date	Author	Description
4.1	04/28/2020	Janay Hurley	Updates for Build 8.0  > Updated Figure 5  > Updated alt text for figure 5  > Updated footer
4.2	04/29/2020	Jennifer Defreitas	Manager Review
4.3	04/29/2020	Kathryn Hooker	QC Review  » Updated intro text and Appendix A  » Verified links and alt text throughout
4.4	04/30/2020	Jennifer Cote	JPM/PQAL Review
5.0	05/01/2020	Susan Burke	Program Manager Review
5.1	05/26/2020	Sara Zarny	Updates for Release 9.0  » Updated Figure 32  » Updated alt text for Figure 32  » Updated Figure 34  » Updated alt text for Figure 34  » Updated Figure 37  » Updated alt text for Figure 37  » Updated footer
5.2	05/29/2020	Janay Hurley	Training Team Lead Review
5.3	06/03/2020	Kathryn Hooker	QC review of updates
5.4	06/05/2020	Jennifer Cote	JPM/PQAL Review
6.0	06/07/2020	Susan Burke	Program Manager Review
6.1	07/30/2020	Allyson Newman	Updates for Release 10.0  » Updated version number and date  » Updated footer  » Updated Figure 5  » Updated Figure 9  » Updated Figure 16  » Updated Figure 20  » Updated Figure 32  » Updated Figure 33  » Updated Figure 35  » Updated Figure 37  » Updated Figure 39  » Updated Figure 39  » Updated Table of Contents  » Updated Table of Tables
6.2	08/11/2020	Rammy Sbeitan	Final QA Review

Version	Date	Author	Description
6.3	08/17/2020	Allyson Newman	<ul> <li>» Updated Figure 9</li> <li>» Updated Figure 6</li> <li>» Updated Figure 12</li> <li>» Updated Figure 19</li> <li>» Updated Figure 22</li> <li>» Updated Figure 24</li> </ul>
6.4	08/17/2020	Sara Zarny	Training QA Review
6.5	08/17/2020	Janay Hurley	Training Team Lead Review
6.6	08/17/2020	Kathryn Hooker	QC Review
6.7	08/20/2020	Jennifer Defreitas	Training Manager Review
6.8	08/21/2020	Jennifer Cote	JPM/PQAL Review
8.0	09/09/2020	Susan Burke	Program Manager Review
8.1	10/26/2020	Allyson Newman	Updates for Release 11.0  » Replaced Figure 18 and added alt text  » Replaced Figure 19 and added alt text  » Updated text throughout  » Updated Table of Contents  » Updated Table of Figures  » Updated Table of Tables
8.2	11/04/2020	Kathryn Hooker	QC review of updates
8.3	11/16/2020	Jennifer Defreitas	Manager Review
8.4	11/17/2020	Jennifer Cote	JPM/PQAL Review
9.0	11/18/2020	Susan Burke	Program Manager Review
9.1	01/22/2021	Connor Reed	Technical Writer Review  > Updated title page to reflect Release 12.0 with no changes  > Updated footer to reflect version review and review date
9.2	03/10/2021	Jennifer Cote	JPM/PQAL Review
10.0	03/12/2021	Susan Burke	Program Manager Review
10.1	05/25/2021	Allyson Newman	Updates for Release 13.0  » Updated text throughout  » Updated Figure 2  » Updated Figure 3  » Updated Figure 4  » Updated Figure 5  » Updated Figure 12  » Updated Figure 38  » Updated Figure 41  » Updated Table 1

Version	Date	Author	Description
10.2	06/09/2021	Connor Reed	QA Review for Release 13 Updates  » Reviewed and updated all screenshots for PII/Privacy  » Updated Figure 10  » Updated Figure 21  » Updated Figure 22  » Updated Figure 24  » Updated language throughout  » Included note about C6 referrals  » Added Section 6: Clinical Viewer  » QA of updates  » 508 Compliance review
10.3	07/07/2021	Yasir Hashmi	Manager Review
10.4	07/12/2021	Kathryn Hooker	QC Review
10.5	07/16/2021	Jennifer Cote	JPM/PQAL Review
11.0	07/27/2021	Susan Burke	Program Director Review
11.1	08/02/2021	Connor Reed	Updated Clinical Viewer Figures 42, 43, 44
11.2	08/02/2021	Kathryn Hooker	QC Review
11.3	08/02/2021	Jennifer Cote	JPM/PQAL Review
12.0	08/02/2021	Susan Burke	Program Director Review
12.1	09/10/2021	Allyson Newman	<ul> <li>Updates for Release 14.0</li> <li>Updated text throughout</li> <li>Updated Figures 16, 17, 18, 19, 20, 31, 36, and 38 and updated alt text</li> </ul>
12.2	09/13/2021	Connor Reed	QA of Release 14.0 Updates  » Inserted Figures 5 and 6  » Updated Veteran Appointment Preference Language  » Inserted Section 4.1.3  » Updated TOC and TOE
12.3	09/16/2021	Yasir Hashmi	Manager Review
12.4	09/20/2021	Lorelei Cox	Project Manager Review
12.5	09/20/2021	Kathryn Hooker	QC Review
12.6	09/23/2021	Jennifer Cote	JPM/PQAL Review
12.7	09/24/2021	Jennifer Parker	DPM Review
13.0	10/08/2021	Susan Burke	Program Director Review
13.1	12/08/2021	Allyson Newman	Initial review of updates needed for 15.0  » Updated text and added comments

Version	Date	Author	Description
13.2	12/13/2021	Allyson Newman	Updates for Release 15.0  » Updated Figures 2, 3, 20, and 21  » Updated text throughout
13.3	12/16/2021	Connor Reed Allyson Newman	<ul> <li>Updates for Release 15.0</li> <li>Added section 13 about precertification process</li> <li>Updated Figure 4</li> <li>Updated text</li> </ul>
13.4	12/22/2021	Yasir Hashmi	Manager Review
13.5	12/27/2021	Lorelei Cox	Project Manager Review
13.6	12/28/2021	Kathryn Hooker	QC Review
13.7	12/29/2021	Jennifer Cote	JPM/PQAL Review
14.0	01/17/2022	Susan Burke	Program Director Review
14.1	03/03/2022	Allyson Newman	Initial review of updates for 16.0
14.2	03/03/2022	Allyson Newman	Updates for Release 16.0  » Updated Figures 7 and 11
14.3	03/07/2022	Connor Reed	Updates for Release 16.0  » Added the Find Referral by Patient Section
14.4	03/21/2022	Lorelei Cox	Project Manager Review
14.5	03/23/2022	Kathryn Hooker	QC review of updates
14.6	03/25/2022	Jennifer Cote	Project Manager – PMO Review
15.0	04/05/2022	Susan Burke	Program Director Review
15.1	05/13/2022	Allyson Newman	Initial review of updates for 17.0
15.2	05/16/2022	Allyson Newman	Updates for Release 17.0  >> Updated date and Release no.  >> Updated Figures 14, 23, 24  >> Updated text throughout
15.3	05/27/2022	Connor Reed	QC of Release 17.0 updates, privacy edits, and 508 compliance validation
15.4	05/27/2022	Yasir Hashmi	Manager Review
15.5	05/31/2022	Lorelei Cox	Project Manager Review
15.6	06/02/2022	Kathryn Hooker	QC review of updates
15.7	06/03/2022	Jennifer Cote	Project Manager – PMO Review
16.0	06/22/2022	Susan Burke	Sr. Program Director Review
16.1	09/08/2022	Allyson Newman	Updates for Release 19.0  > Updated text throughout  > Updated Figures 2-7, 10, 11, 13, 14, 18, 20, 23, 24, 26, 30, 32, 34, 36, 40, 41, 43, 44, 48, 50, 52, 54, and 56

Version	Date	Author	Description
16.2	09/12/2022	Connor Reed	Review of updates for Release 19.0
16.3	10/03/2022	Lorelei Cox	Project Manager Review
16.4	10/05/2022	Kathryn Hooker	QC review of updates
16.5	10/25/2022	Allyson Newman	Updated screenshots with new CV icon throughout
16.6	10/26/2022	Connor Reed	Review of updates
16.7	11/14/2022	Kathryn Hooker	QC Review
16.8	11/15/2022	Jennifer Cote	PMO Project Manager Review
17.0	11/17/2022	Susan Burke	Sr. Program Director Review
17.1	01/30/2023	Connor Reed	Release 20.0 Updates  » Updated release number  » Updated date
18.0	02/08/2023	Susan Burke	Sr. Program Director Review
18.1	03/15/2023	Allyson Newman	Release 21.0 Updates  » Updated release number  » Updated date  » Replaced Figures and updated Alt Text: 1-5,  7-8, 15, 19, 28, 30, 34, 37-40, 42-47, 53
18.2	03/17/2023	Connor Reed	Review of 21.0 Updates
18.3	03/20/2023	Yasir Hashmi	Manager Review
18.4	04/20/2023	Kathryn Hooker	QC Review
18.5	05/01/2023	Jennifer Cote	PMO Project Manager Review
18.6	05/01/2023	Ariel Daza	Deputy Program Manager Review
19.0	05/03/2023	Jennifer Parker	Sr. Program Manager Review
19.1	06/07/2023	Allyson Newman	Release 22.0 Updates  >> Updated release number  >> Updated date  >> Replaced Figures 11, 12, 13
19.2	06/07/2023	Connor Reed	Review of Release 22.0 updates
19.3	06/20/2023	Yasir Hashmi	Manager Review
19.4	06/20/2023	Lorelei Cox	Project Manager Review
19.5	06/26/2023	Kathryn Hooker	QC Review
19.6	07/03/2023	Jennifer Cote	PMO Project Manager
19.7	07/05/2022	Ariel Daza	Deputy Program Manager Review
	07/05/2023	Affel Daza	Deputy Flogram Manager Review

